Listing of Claims:

1. (Previously presented) A computer-readable medium having computer executable instructions for providing peripheral awareness of a contact availability status for at least one entity, said computer executable instructions comprising:

providing a user interface through which a user specifies each entity whose contact availability is to be determined;

accepting contact availability data representing at least one contact method for each entity from at least one electronic information source;

dynamically determining a real-time availability status of each entity for each contact method; and

graphically representing the real-time availability status of each entity via a peripheral awareness display area having a persistent window rendered on at least one display device.

2. (Previously presented) The computer-readable medium of claim 1 wherein at least one entity is specified automatically.

3. (Previously presented) The computer-readable medium of claim 1 wherein graphically representing the real-time availability of each entity comprises displaying a graphical representation of each entity using a dynamic thumbnail.

4. (Previously presented) The computer-readable medium of claim 1 wherein graphically representing the real-time availability of each entity comprises using a graphical representation of eye contact for each entity to provide a social cue for indicating whether each entity is available.

5. (Previously presented) The computer-readable medium of claim 1 wherein the persistent window further comprises at least one container within which the graphical representation of the real-time availability status of each entity is provided by using a dynamic thumbnail.

6. (Previously presented) The computer-readable medium of claim 5 wherein the container further includes at least one thumbnail for representing information other than contact availability status for an entity.

7. (Previously presented) The computer-readable medium of claim 6 wherein the information other than contact availability status for an entity includes any information accessible via at least one electronic information source.

8. (Previously presented) The computer-readable medium of claim 1 wherein accepting contact availability data comprises pulling the data from at least one of the electronic information sources.

9. (Previously presented) The computer-readable medium of claim 1 wherein accepting contact availability data comprises receiving contact data that is pushed from at least one of the electronic information sources.

10. (Previously presented) The computer-readable medium of claim 1 wherein accepting contact availability data comprises both pulling contact availability data from at least one of the electronic information sources and receiving contact availability data that is pushed from at least one of the electronic information sources.

11. (Original) The computer-readable medium of claim 3 wherein each dynamic thumbnail comprises a combination of:
    a ticket which defines the entity; and
    a viewer for displaying the ticket.

12. (Original) The computer-readable medium of claim 1 wherein each thumbnail is sharable.

13. (Original) The computer-readable medium of claim 3 wherein at least two thumbnails are aggregated into at least one recursively nested group, each group, and each thumbnail within each group, being accessible via the user interface.

14. (Original) The computer-readable medium of claim 13 wherein each recursively nested group is represented by a group thumbnail.

15. (Original) The computer-readable medium of claim 14 wherein each group thumbnail displays a summary of any thumbnails and groups aggregated within the recursively nested group represented by the group thumbnail.

16. (Original) The computer-readable medium of claim 3 wherein the user interface further includes a manager for providing user interaction with each thumbnail.

17. (Original) The computer-readable medium of claim 3 wherein each thumbnail includes a visibility flag for either hiding or displaying each thumbnail.

18. (Original) The computer-readable medium of claim 17 wherein the visibility flag is set automatically.

19. (Original) The computer-readable medium of claim 17 wherein the visibility flag is set via the user interface.

20. (Original) The computer-readable medium of claim 3 wherein the thumbnail are timed, and wherein the thumbnails are automatically displayed at predetermined times.

21. (Original) The computer-readable medium of claim 20 wherein displays of the automatically displayed thumbnails are automatically terminated at predetermined times.

22. (Original) The computer-readable medium of claim 3 wherein each thumbnail is selectable via the user interface, and wherein a person window for providing detailed information for an entity represented by one of the thumbnails is automatically opened by selecting that thumbnail via the user interface.

23. (Original) The computer-readable medium of claim 22 wherein each person window further comprises a list of actionable communication access points for the entity represented by the thumbnail.

24. (Original) The computer-readable medium of claim 22 wherein a best available communication access point is automatically identified within the person window.

25. (Original) The computer-readable medium of claim 22 wherein each person window further comprises a view of an historical availability of the entity represented by the thumbnail.

26. (Original) The computer-readable medium of claim 23 wherein each person window further comprises a view of a calendar schedule for the entity represented by the thumbnail.

27. (Original) The computer-readable medium of claim 11 wherein each ticket is sharable between a first user and at least one additional user by sending each sharable ticket as an email attachment.

28. (Original) The computer-readable medium of claim 11 wherein at least one ticket is provided by dragging and dropping the ticket from a remote web site to at least one user display device.

29. (Original) The computer-readable medium of claim 11 further comprising a network accessible database of tickets for allowing a user to access the tickets via any network accessible device.

30. (Original) The computer-readable medium of claim 11 wherein the user interface provides a capability for performing any of copying, cutting, pasting, deleting, adding, editing, and creating tickets via the user interface.

31. (Original) The computer-readable medium of claim 5 wherein the container is resizable.

32. (Original) The computer-readable medium of claim 31 wherein the container is automatically resized.

33. (Original) The computer-readable medium of claim 31 wherein the container is resized via the user interface.

34. (Original) The computer-readable medium of claim 31 wherein the dynamic thumbnails within the container are automatically resized as the container is resized.

35. (Original) The computer-readable medium of claim 34 wherein information provided by the dynamic thumbnails within the container are automatically changes to accommodate the size of the automatically resized thumbnail as the container is resized.

36. (Original) The computer-readable medium of claim 11 wherein at least one of the tickets is created automatically.

37. (Original) The computer-readable medium of claim 11 wherein at least one of the tickets is created by dragging and dropping a link to a contact onto a graphic representation of the user interface.

38-99. (Canceled)

100. (Previously presented) A computer system for representing contact availability status for an entity, comprising:

a component that receives from a user a selection of at least one entity out of a plurality of entities whose contact availability is to be represented;

a component that receives contact availability data representing at least one contact method for each of the selected entities from at least one electronic information source;

a component that determines a contact availability status of each selected entity for each contact method based on the received contact availability data; and

a component that displays within a peripheral awareness display area the contact availability status of each selected entity.

101. (Previously presented) The computer system of claim 100 wherein the component that determines a contact availability status for an entity does so based on multiple contact methods.

102. (Previously presented) The computer system of claim 100 wherein the peripheral awareness display area is a persistent window.

103. (Previously presented) The computer system of claim 102 wherein the peripheral awareness display area is a sidebar.

104. (Previously presented) The computer system of claim 100 wherein the ~~the~~ user can select an entity in the peripheral awareness display area to open a person-centric view of that entity.

105. (Previously presented) The computer system of claim 100 wherein the contact availability status is determined dynamically.

106. (Previously presented) The computer system of claim 100 including a component that displays a list of actionable communication access points for an entity when the user selects an indication of the contact availability status for the entity.

107. (Previously presented) The computer system of claim 106 wherein the indication of the contact availability status is a thumbnail representation that is dynamically updated as the contact availability status of the entity changes.

108. (Previously presented) The computer system of claim 106 wherein when the user selects a communication access point, communications between the user and the entity is enabled.

109. (Previously presented) The computer system of claim 106 wherein a best available communication access is automatically identified.

110. (Previously presented) The computer system of claim 100 including a component that displays historical contact availability status of an entity.

111. (New) A computer-readable medium having computer executable instructions for providing a contact availability status for at least one entity, said computer executable instructions comprising:

accepting contact availability data representing at least one contact method for each entity from at least one electronic information source;

dynamically determining a real-time availability status of each entity for each contact method; and

graphically representing the real-time availability status of at least one entity via a display area rendered on at least one display device.

112. (New) The computer-readable medium of claim 111 wherein the step of graphically representing the real-time availability status of each entity is based on age of the availability status of each entity.

113. (New) The computer-readable medium of claim 112 wherein graphically representing the real-time availability of an entity comprises changing one of contrast, brightness, shading, or transparency of the representation based on age of availability of the entity.

114. (New) The computer-readable medium of claim 111 wherein graphically representing the real-time availability status of each entity comprises displaying the availability status of a first entity in a first display area and displaying the availability status of a second entity in a second display area.

115. (New) The computer-readable medium of claim 114 comprising further computer executable instructions for executing the following steps:

moving the first display area into contact with the second display area; and

combining the first display area with the second display area into a common display area responsive to the moving step.

116. (New) The computer-readable medium of claim 111 comprising further computer executable steps for executing the following steps:

receiving a selection of a portion of the graphical representation of the real-time availability status of an entity; and

moving the selected portion of the graphical representation.

117. (New) The computer-readable medium of claim 111 wherein graphically representing the real-time availability status of each entity comprises displaying the real-time availability of each entity in a plurality of thumbnails in the display area.

118. (New) The computer-readable medium of claim 117 comprising further computer-executable code for executing the following steps:

determining a size of each thumbnail based on a size of the display area;

determining the size of at least one thumbnail as below a predetermined threshold size;

dividing the display area into a plurality of display areas based on determining the size of at least one thumbnail as below the predetermined threshold size.

119. (New) The computer-readable medium of claim 118 wherein the plurality of display areas are arranged in strips.

120 (New) The computer-readable medium of claim 111 comprising further computer executable code for executing the following steps:

receiving a selection of at least a portion of the real-time availability status of an entity; and

displaying more detailed availability information of the entity responsive to receiving the selection.

121. (New) The computer readable medium of claim 120 further comprising computer executable code for performing the following steps:

receiving a selection of at least a portion of the more detailed availability information; and

displaying further extended information pertaining to the more detailed availability information responsive to receiving the selection of the at least a portion of the more detailed availability information.

122. (New) The computer readable medium of claim 111 wherein graphically representing the real-time availability status of each entity comprises displaying the availability status of an entity at a fixed location, the displayed availability status remaining at a consistent location in the display area.

123. (New) The computer readable medium of claim 111 comprising further computer executable code for receiving a command to display the availability status of an entity on a display device of the at least one display devices, wherein the step of graphically representing the real-time availability status comprises displaying the availability status of the entity on the display device responsive to the command.

124. (New) The computer readable medium of claim 111 comprising further computer executable code for determining past patterns of use of a display device, wherein the step of graphically representing the real-time availability status comprises displaying the availability status of the entity on the display device based on the determined past patterns of use of the display device.